

REQUEST FOR PROPOSAL

2016 SIP TRUNK SERVICES

PPSD BID #218

E-Rate 470 # 160014955

Introduction - Background

Pearl Public School District is a premier school district in the heart of Mississippi. Its stakeholders include over 4100 students and their families, 530+ employees and the City of Pearl. Pearl Public School District is the pride of the community it serves and is consistently setting the bar for educational excellence.

Pearl Public School District currently includes six educational facilities and four support facilities. Most of these facilities are interconnected with the district's own, fiber optic based network. There are three facilities which are connected via fiber optic circuits provided by another vendor as well as one facility connected via a T-1 circuit.

In 2010-2011, Pearl Public School District purchased and implemented a Cisco Unified Communications phone system, along with the necessary handsets to provide telecommunication services to its offices and schools. All facilities utilize this system as their primary means of communication. **The district is NOT entertaining any proposals for an alternative phone system.**

Currently, this phone system receives its service from two PRI circuit based services. One PRI is terminated at the Pearl Public School District Central Office, located at 3375 HWY 80 E, Pearl MS 39208. The second PRI is terminated at Pearl High School, located at 500 Pirates Cove, Pearl MS 39208. All DID numbers for the phone system are delivered on these two circuits. Outbound calls are served by the PRI circuits as well. All local and long distance services are applied to these circuits as well as Caller-ID services.

In an effort to further control the costs, as well as prepare for the eminent turn-down of the PRI services by their current provider, Pearl Public School District is seeking sealed bids, from qualified vendors, for SIP (Session Initiation Protocol) Trunk Services to replace the current PRI (Primary Rate Interface) Circuits, as outlined in the *Goals* and the *Requirements* sections.



Pearl Public School District

Office of Technology

Contact Information

All questions should be directed to Kevin W. Knuckles, Director of Technology. Mr. Knuckles may be contacted using the following contact information:

Phone: 601.933.9003

E-Mail: kknuckles@pearl.k12.ms.us

Questions that do not require a full addendum will be repeated and answered to all vendors who have registered their interest appropriately.

Addendums

If any addendums are needed, they will be issued by the technology department. Each addendum will be numbered as follows:

PPSD SIP TRUNK SERVICES :: PPSD BID #218 :: ADDENDUM #N

All qualified vendors will receive the addendum via e-mail. It is the responsibility of the vendor to ensure they have all addendums before they submit their bid.

Goals for the RFP

The overall goal for this RFP is to obtain a vendor who can provide two SIP trunks for Pearl Public School District and allow for system redundancy in coordination with the school district's phone system.

Major Goal(s):

- 1.) Provide 24-channel SIP Trunk service to the Pearl Public School District Central Office Complex
- 2.) Provide 24-channel SIP Trunk service to Pearl High School
- 3.) Port all applicable numbers from current provider to new service
- 4.) Architect/Design for redundancy for SIP trunk service, once services are installed at both locations

Deliverables

| Goal | Deliverable(s) |
|--|--|
| 1. Provide 24-Channel SIP trunk service to the Pearl Public School District Central Office Complex | <p>Pre-test of circuit for verification of serviceability & quality</p> <p>CPE delivered, installed & tested</p> <p>SIP trunk provisioned to CPE & provider-tested</p> <p>System test with and acceptance by PPSD IT</p> |
| 2. Provide 24-Channel SIP trunk service to Pearl High School | <p>Pre-test of circuit for verification of serviceability & quality</p> <p>CPE delivered, installed & tested</p> <p>SIP trunk provisioned to CPE & provider-tested</p> <p>System test with and acceptance by PPSD IT</p> |

| | |
|--|--|
| 3. Port all applicable numbers from the current service provider to the new service | <p>Applicable paperwork (if necessary) for porting of applicable DID block upon provisioning of each SIP trunk</p> <p>Paperwork showing port (if necessary) completed successfully</p> <p>System test with and acceptance by PPSD IT</p> |
| 4. Architect/Design redundancy for SIP trunk service once services are installed at both locations | <p>Microsoft Visio or similar document with narrative outlining redundancy options</p> <p>Detailed design of solution after acceptance by PPSD IT</p> <p>System test with and acceptance by PPSD IT</p> |

Requirements

- Service Provider must meet the following requirements
 - Can assume/port/utilize the district's current DID blocks and numbers
 - Provide provider-owned & maintained Customer Premise Equipment (CPE)
 - CPE equipment provides PRI circuit output to connect to PPSD phone system equipment (Currently Cisco 2811 and 2901 ISR Routers)
 - Provide PPSD with a "guest/view-only" access to the CPE for internal troubleshooting purposes
 - 24x7x365 monitoring of SIP trunk & CPE
 - 24x7x365, provider owned & operated Network Operations Center (NOC) with live representatives for repair/troubleshooting
 - Ability to provide provider-hosted greeting boxes in the event the circuit goes down
 - Within 1 hour
 - Provide & assign local account representatives whose office is physically located in the State of Mississippi
 - Have support technicians physically located in the State of Mississippi

Vendor Qualifications

ALL vendors are required to meet the following qualifications. Vendors who do not meet these qualifications will not be considered. A list of vendors who registered their interest through the following website will be kept by the director of technology:

- The Service Provider must provide proof of registration with the (SLD) for reimbursement under E-Rate guidelines for Priority One Services. If The Service Provider fails to file the appropriate forms with the SLD or fails to receive an SLD Service Provider Number, The District is not responsible for the discounted portion of The Service Provider's bill. The Service Provider must generate an invoice for the USF portion of the bill in accordance with SLD regulations. The Service Provider is responsible for supplying SLD SPIN with the quote.
- Must have a valid Mississippi Contractors License. Preference will be given to those who are on the Mississippi Public Service Commission's list of Telecommunications carriers.
- It is preferred that the service provider has been in business for at least 5 years. A legible copy of incorporation papers must be attached and noted
- Service providers must give examples of experience with installation of similar projects for at least three such installations.

Funding

Vendors should be aware that this project will not begin until after July 1st, 2016. This project will be applied for funding support through the E-Rate program. The district will seek reimbursements through the E-Rate BEAR process. **Vendors agree to this process by submitting a bid.**

Bid Submission

Sealed bids must be submitted via hand delivery, postal service, or package service no later than 2:00 PM on February 11th, 2016 to the following address:

Pearl Public School District

RE: BID #218

3375 HWY 80 E

Pearl, MS 39208

Bids received after this time will be discarded. It is the vendor's responsibility to ensure their bid has been received by the appropriate time. It is recommended that signatures be required upon delivery, for those mailing in their response via postal or package delivery services.

Each submission must be arranged in the following order:

- 1) Executive Summary
- 2) Vendor Qualifications
- 3) Vendor Solution and Advantages
- 4) Pricing Sheet per location with detailed, E-Rate eligible monthly costs, Non E-Rate Eligible costs, construction fees.
- 5) Implementation Plans
- 6) Warranty
- 7) References

1.) Executive Summary

In two pages or less, please provide an Executive Summary describing the characteristics that distinguish your company from others and how your organization is well suited to meet the needs of our district. The executive summary should briefly describe:

- The organization history and qualifications, including similar work (scope and timeline)
- An overview of the implementation strategy and the architecture of the solution

2.) Vendor Qualifications

This section should describe all of your qualifications. Special attention should be focused on previous and current work with K-12 Education systems or like-sized and scoped projects. Information should include but not be limited to:

- Organization mission and objectives
- Longevity of business
- General markets serviced
- Experience with Public K-12 Education Systems
- Number of Public K-12 Education clients, if any.

3.) Vendors Solution and Advantages

Describe:

- The proposed solution with a focus on expandability
- The architecture of the distribution points within each location
- Documentation

4.) Pricing Sheets (Quotes) for services

Include:

- Costs for Local/Long Distance Tolls
 - Include Option for Per minute rates or unlimited for long distance tolls. Both in-state and out-of-state.
- E-Rate Eligible Services
- Non E-Rate Eligible Services
- Construction fees, if any
- Optional services and fees not specifically asked for in requirements of this bid.

5.) Implementation Plans

- Explain the proposed implementation strategy, including a proposed project timeline.
- Explain the interface between Pearl Public School District and your organization, if selected, for the project in regards to project management.

6.) Warranty

- Describe the warranty provided on any equipment & labor provided under your proposal, turnaround times for warranty work, repairs, etc...

7.) References

Three (3) references must be submitted for the purpose of PPSD to contact. The references must be relevant to the service performed in the last 12 months and shall include their level of acceptance of those services.

The reference list must include:

- The organization's name
- A representative at the organization (telephone and electronic mail)
- The longevity of the business relationship
- Approximate date of the organization's last implementation with your company

Public Bid Opening / Bid Review

A public bid opening will be held at the Pearl Public School District Central Office Complex, 3375 HWY 80 E, Pearl MS 39208, at 2:00 PM on February 11th, 2016. Vendors are not required to attend the bid opening in order to be awarded the bid. All bids will be reviewed by the director of technology. The technology director will contact proposed vendor to let them know of bid award.

Pearl Public School District reserves the right to reject all bids.